

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

CHILD SUPPORT SPECIALIST TRAINEE

POSITION CODE: 07200

Effective: 10/01/2008

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, participates in an agency-sponsored child support enforcement training program of up to twelve months in duration; completes work assignments designed to develop knowledge, understanding, and practical skills consonant with the various complex professional social services and financial disciplines within a state agency; completes controlled assignments in a broad range of child support enforcement activities in a specific phase of an agency's operations, involving the completion of practical work tasks of increasing difficulty and responsibility.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Participates in an in-service, and on-the-job training program designed to give cross section familiarity and develop comprehensive knowledge of the Child Support Enforcement program and its financial processes, policies, and procedures and the operating objectives of the agency, as well as working knowledge of a broad spectrum of professional career disciplines.
2. Receives training in completing financial and case management assignments of increasing difficulty for the purpose of gaining experience and developing working skills related to the Child Support Enforcement program; consults with supervisory personnel on problem areas and makes recommendations for improvement.
3. Completes assigned projects, monitored by higher level staff, relating to child support case management, including but not limited to, customer service, case initiation, order establishment, complex child support financial calculations, and maintenance and resolution of accounts; builds and refines knowledge of the tools and techniques utilized in the assigned areas of operation, along with the appropriate methods and procedures of application.
4. Attends and participates in staff meetings, conferences, workshops, seminars, training sessions, and other activities which will provide meaningful learning experiences.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

CHILD SUPPORT TRAINEE (continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires education and experience equivalent to four years of college with coursework in psychology, sociology, social welfare, business administration, or finance or equivalent educational attainment in a related field; or, education and experience equivalent to two years' college with a minimum of eight semester hours in finance and four years of experience in the Child Support Enforcement program area; or, eight years' experience performing paraprofessional functions in the Child Support Enforcement program area.

Knowledge, Skills, and Abilities

Requires ability to prepare comprehensive written and/or oral reports.

Requires ability to understand and follow oral and written instructions.

Requires ability to profit from training received in the designated area of state government.

Requires ability to establish and maintain harmonious working relationships with other employees and agency representatives.

Requires ability to perform detailed work involving written or numerical data and to make arithmetical calculations rapidly and accurately.

Requires personal computer skills utilizing software (e.g., spreadsheets, databases, etc.).

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

May require possession of a valid appropriate driver's license or an ability to travel.